Exercise Guide for

PA320 VC

Maintain Disciplinary Actions and Grievances

Table of Contents

2.1 – Exercise - Log on to SAP

Scenario

Log into the SAP training sandbox.

Instructions

1. Access the SAP portal as you normally would in your work environment (you may have to open a new internet browser).

2. Enter your own user id and password.

3. Click the training GUI tab.

4. Click Training Sandbox E1T 899. The SAP Easy Access screen displays.

5. On the taskbar, **leave open the Training Center, SAP Easy Access and State of NC** icons; c<u>lose</u> all other icons.

6. Click the Training Center icon on the taskbar to return to the Training Center.

7. Use the **Green Check** ✓ (right panel of Training Center) icon to let the instructor know you have successfully logged on. Instructor will clear the check after confirming that all participants have successfully logged on.
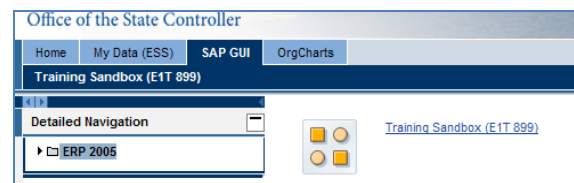
2.2 - Exercise - Create a Disciplinary Action Record   PA30

Student #	Employee #
1	80000611
2	80000612
3	80000613
4	80000614
5	80000615
6	80000616
7	80000617
8	80000618
9	80000619
Instructor	80000620

Scenario

Joel Garza has a pattern of tardiness. Last month, for example, the employee was tardy a total of 6 days. The employee has been coached and has received a documented counseling session. So far this month, the pattern has continued with the following: 6th--15 min. late; 7th--30 min. late; 13th--30 min. late; 15th--45 min. late; 20th--15 min. late; and 22nd--1 hour late. The employee's supervisor has issued a written warning for job performance. The warning letter stated the record would be reviewed in 90 days to see if the employee has corrected the issue and maintained corrective action.

Instructions

Follow along with the Business Process Procedure (BPP) to complete the exercise scenario in the system.

1. Enter transaction code **PA30** in the command field and click ✅.

2. Complete the following fields:

Field	Value
Personnel no	Use the employee located on your data sheet as assigned by your instructor.

3. Click ✅ (Enter) or press **Enter** on the keyboard to validate your entry.

Infotype	102 or Grievances NA
Subtype	3 - Disciplinary Action

4. Click ✅ (Enter) or press **Enter** on the keyboard to validate your entry.

5. Click 🗋 (Create) to begin a new Disciplinary Action record. Observe that the infotype name begins with "Create".

6. Complete the following fields:

Start Date	Today's date minus one week
To	Start date plus 18 months
Subtype	3 (this field should populate from initial screen)
Reason	01 DA Written Warning Job Performance
Grievance Number	Leave blank (can be used at Agency discretion)
Date Entered	Today's date (although the supervisor issued the disciplinary action a week ago, it wasn't entered into SAP until today).
Supervisor	80000610
Time From	Leave blank
Resolved at	Leave blank
Result	Leave blank
Data Settled	Leave blank
Estimated costs	Leave blank

7. Click ✅ (Enter) or press Enter to validate your changes.

8. Click ⊞ **(**Save) to save your changes. The Monitoring of Tasks (0019) screen is displayed.

Task Type	**90 days** (in this scenario because the supervisor agreed to review the employee's behavior in 90 days).
Date of Task	Start date + 90 days. Press **Enter**. Observe that the Reminder Date field automatically populated to a default time frame. Either highlight and change the date as applicable, or use the Lead/follow-up time fields.
Reminder Date	Accept default. **NOTE**: You can "re-program" the reminder date by using the 3 boxes in the Lead/Follow-up fields.
Comments	**NOTE:** Since the comments do not wrap at the end of the line, use the **Edit > Maintain Text** function located on the menu bar to add the comments below to the infotype. Remember to start any comments with your name and the date. Also, in your work environment, your notes would probably be more detailed than those shown below, which condensed for brevity to expedite training. Write the following: <your name, date> per WW letter check with supervisor to see if records needs to be delimited or continued for full 18 months.

9. Click 🗹 (Enter) to validate your comments.

10. Click ⊞ **(**Save) to save your comments.

11. Click ⊞ **(**Save) to save your changes.

12. Click ⬅ (Back) until you return to the SAP Easy Access screen.

13. Click the Training Center tab on your taskbar to return to the Training Center.

14. Click the Training Center **Green Check** ✔ to let the instructor know you have completed the exercise.

Questions

Answer the following questions.

Question 1

True or False: The same transaction code used to create a Grievance record is used to create a Disciplinary Action record.

A

Question 2

What term is defined by the following statement? When a record is created, it must have a beginning or start date and an ending date, which is called a _____.

A

This exercise is complete.

2.3 – Exercise - Correct a Disciplinary Action Record | PA30 |

Scenario A

Use the same employee assigned to you in the previous exercise. Observe there are two scenarios to this exercise (A and B).

A mistake was made when the Disciplinary Action was entered on the employee's record. The wrong supervisor was entered. Correct the previous entry by entering the correct supervisor's personnel number.

NOTE: Change will overwrite the previous data. There will not be a history of the previous (incorrect) transaction.

Caution! Be aware that using the Pencil icon in IT0102 is the **exception** for correcting errors in Personnel Administration (PA). Except for IT0102, you do <u>not</u> use the Pencil icon to correct errors in other PA infotypes. In other PA infotypes, the Copy function (with the same effective date) is used to correct errors.

Instructions

Use the Business Process Procedure (BPP) to complete the exercise scenario.

1. Enter transaction code **PA30** in the command field and click .

2. Complete the following fields:

Field	Value
Personnel no	Use the same employee assigned to you in the previous exercise.

3. Press **Enter** on the keyboard to display the employee's record. Pressing Enter allows you to see that the numerical codes you entered are correct.

Infotype	**102** or Grievances NA
Subtype	**3** - Disciplinary Action

4. Press **Enter** on the keyboard to activate the infotype/subtype.

5. Click (Change). Observe that the name of the infotype begins with "Change". By selecting Change, you are overriding (erasing) the previous error so there is no history that an error had been made.

Supervisor	80000510 (Tiffany Lawrence)

6. Click (Enter) to validate your changes.

7. Save 💾 the record. A message appears at the bottom of the screen indicating the record is changed.

Scenario B

Assume you want to **display** the historical record of all disciplinary actions associated with the employee.

1. Select the **All** Period.
2. Select either 👓 (Display) or 🖼 (Overview) while you are in PA30 from the Maintain HR Master Data screen.

3. Click 🔙 (Back) until you return to the SAP Easy Access screen.

4. Enter PA20 in the Command field.

5. Enter the applicable infotype and subtype at the Display HR Master Data screen.

6. Use either Display or Overview to review the disciplinary action infotype.

7. Click 🔙 (Back) until you return to the SAP Easy Access screen.

8. Click the Training Center tab on your taskbar to return to the Training Center.

9. Click the Training Center Green Check ✅ to let the instructor know you have completed the exercise.

Questions

Answer the following questions.

Question 1

When would you change a record versus creating one?

A

- -

This exercise is complete.

2.4 - Exercise - Delimit a Disciplinary Action Record

PA30

Scenario

Assume it is now 90 days from today. Joel Garza (from the previous exercise) and the supervisor met today to see if Joel has corrected his tardy behavior. Joel also asked that the written warning letter be rendered inactive.

The Supervisor has agreed that the warning can be closed (made inactive) since the employee has maintained corrected behavior. Delimit the employee's written warning effective today.

NOTE: When you enter the delimit date, SAP automatically assumes the validity period should have ended the day before. Therefore, you must be careful to enter the correct date in order for the validity period to be correct. Be sure to **read** the **section** regarding **delimiting** and **deleting** records at the end of this exercise.

Instructions

Use the Business Process Procedure (BPP) to complete the exercise scenario.

1. Enter transaction code **PA30** in the Command field and click .

2. Complete the following fields:

Field	Value
Personnel no	Use the employee located on your data sheet as assigned by your instructor. (Use the employee from your last exercise.)
Infotype	**102** or Grievances NA
Subtype	**3**

3. Press Enter.

4. **Caution! Be sure to select the All period.**

5. Click . **NOTE:** If you fail to select the All time frame, you will receive a popup requesting a delimited date. See the *Delimit* section at the end of this exercise for more detailed information about how to use the Delimit function.

6. In the Delimit date field, enter the appropriate date. **CAUTION!** Because SAP assumes a record should be delimited the day before, in this case you must enter one day past the Start date of the new record. Since this is being reviewed at 90 days, the delimit date will be the 91st date.

Last changed on: VC_V1_062509
Last changed by: BC
Page: 10 of 27

7. Click the gray square to the left of the initial grievance record to select it.

8. Click ⬚. A message indicates that the record was delimited.

9. Select ⬚ (Overview) to see that the record is delimited one day prior to the date you entered. It is still viewable for anyone with security access to see—it just isn't active any longer.

   NOTE: Because the Monitoring of Tasks infotype was set at 90 days, and this review has happened at 90 days, you do not need to delimit IT0019. Tasks no longer appear on the Date Monitoring report after the effective date has passed.

10. Return to the Easy Access screen.

11. Click the Training Center tab on your taskbar to return to the Training Center.

12. Click the Green Check ⬚ to let the instructor know you have completed the exercise.

Delimit versus Delete

Delimiting a record
Records that are delimited in SAP merely mean that the record is not active outside of the validity period of the record. However, the record is still in the system and can be seen by anyone who has the proper security access.

On occasion, you may receive the Enter Delimitation Date popup when you delimit a record. If this happens, enter the applicable date in the Delimit Date field. Remember that SAP will actually delimit the record one day prior to the date you enter.
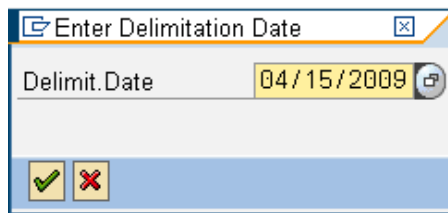
Deleting a record
If you are asked to delete a record in SAP, you must first ensure that you have proper documentation that warrants the deletion. As a general rule, a record is deleted by court order. Contact BEST to get their assistance in deleting a grievance or disciplinary action.

Questions

Answer the following questions.

Question 1

Can an employee have multiple Disciplinary Actions?

A

Question 2

What are two criteria that would warrant deleting a record?

A
This exercise is complete.

2.5 - Exercise – Discussion

Scenario

This scenario will take a different slant on the previous scenario. This time, when Joe Garza requests to be reviewed at the end of 90 days and to have the written warning letter rendered ineffective, his request is denied.

The employee's attendance reverts back to unsatisfactory. The supervisor consults with Human Resources and gets agreement that a 2nd written warning letter can be issued for unsatisfactory attendance which will be reviewed 12 months later.

Twelve months later, the employee's attendance remains unsatisfactory. The supervisor has now received HR approval to go forward with a pre-disciplinary conference and then dismissal.

The employee's SAP record shows as follows:

Discussion

Q: Is dismissal appropriate? Why or Why not.

A:

Q: Look at the record above. What step appears to be missing?

A:

This discussion is complete.

3.1 - Exercise - Create a Grievance Record   PA30

Student #	Employee #
1	80000652
2	80000653
3	80000654
4	80000655
5	80000656
6	80000657
7	80000658
8	80000659
9	80000660
Instructor	80000661

Scenario

In this exercise you will document a grievance filed by employee Mini Knox. In this case, the employee previously received a disciplinary action (3-days suspension without pay) because she received a speeding ticket while driving a State car. Yesterday, as a result of the disciplinary action, she filed a grievance to request that the disciplinary action be overturned. Enter the initial filing grievance into SAP.

NOTE: An employee can file a grievance for a variety of reasons; he or she does not necessarily file a grievance only because of a disciplinary action.

In your work environment, the employee in this training scenario would have a disciplinary action record on IT0102, subtype 3. In the training environment, it is difficult for us to maintain a timely disciplinary action record for each training employee that you will process. Therefore, provided below is a graphic of what IT0102, subtype 3 would look like in for an employee in your work environment. This record will not appear as a record in the training environment.

NOTE: There are two options available for the Grievances infotype, the previous method (3-step, no mediation) and a new method (2-step, mediation is the first step). The 2-step method is considered to be a more streamlined process. It is an agency decision as to which method is used; however, the method that is chosen must be used agency wide. An agency cannot switch back and forth between the two methods.

Instructions

Use the Business Process Procedure (BPP) to complete the exercise scenario.

1. Enter transaction code **PA30** in the Command field and click 🗸.

2. Complete the following fields:

Field	Value
Personnel no	Use the employee on the data set as assigned by your instructor.
Infotype	0102 or Grievances NA.
Subtype	Grievance – 3-step no mediation

3. Click 🗸 (Enter) or press **Enter** on the keyboard to activate the infotype. This allows you to see that the numerical codes you entered are correct.

4. Click 🗋 (Create) to begin a new grievance record.

5. Complete the following fields.

Field	Value
Start date	Yesterday (this is the date the employee filed the grievance in this scenario)
End Date	Leave 12/31/9999. When the grievance is resolved (or progresses to the next step), you will access the record at that time and delimit the infotype. Use IT0019 to remind you that it should be resolved within 120 days (the timeframe for grievances of dismissals and demotions is 90 days; all other grievances have a 120 day deadline.)
Reason	DA – Suspension w/o Pay
Grievance number	Leave blank (can be used at Agency discretion)
Date entered	Today's date (in this scenario the employee filed the grievance yesterday, but it wasn't entered into SAP until today)
Supervisor	80000610 (Susan Castro)
Time from	Initial Filing
Resolved at	Leave blank
Result	Leave blank
Date Settled	Leave blank
Estimated costs	Leave blank (can be used at Agency discretion)

6. Click ✅ (Enter) to validate your changes.

7. Click 💾 (Save) to save your changes. The Monitoring of Tasks (0019) screen is displayed.

8. Complete the fields as detailed below. **NOTE:** You would also make sure that after you finish the grievance entry, you create a second IT0019 for 120 days (because grievances of dismissal and demotion have a 90 day deadline; all other grievances have 120 days).

Task type	10 days
Date of task	Start date plus 10 days Press **Enter**
Reminder date	Accept default
Comments	**NOTE:** Since the comments do not wrap at the end of the line, use the Edit > Maintain Text function located on the menu bar to add the comments below to the infotype. Remember to start any comments with your name and the date. Also, the note below is for training purposes only. In your work environment use your Agency guidelines for the type of information to include on this infotype. <your name, date> The employee requested the 3-day suspension without pay be reduced to a written warning.

9. Click ✅ (Enter) to validate your changes.

10. Click 💾 (Save) to save your comments. You are returned to the Monitoring of Tasks screen.

11. Click 💾 (Save) to save the record. The system prompt indicates that the record has been created.

12. Enter 0019 in the infotype field to create a new Monitoring of Tasks. In this case, you want a reminder that this type of grievance should be completed within 120 days.

13. Click ✅ (Enter).

14. Click 🗐 (Create) to create a new Monitoring of Tasks.

15. Select 120 as the task type.

16. Enter the appropriate date in the Date of Task field.

17. Click (Enter).

18. Accept the Reminder Date default.

19. Click Edit > Maintain text. Write a note that indicates the grievance should be resolved by this timeframe.

20. Click Save.

21. Click Save.

22. Click (Back) until you return to the SAP Easy Access screen.

23. Click the Training Center tab on your taskbar to return to the Training Center.

24. Click the Green Check in the Training Center to let the instructor know you have completed the exercise.

Questions

Answer the following questions.

Question 1

True or False. The subtype within the infotype you choose determines if you are entering a disciplinary action or grievance.

A

Question 2

Which Transaction Code and Infotype are used to both view and maintain Grievances and Disciplinary Actions?

A

This exercise is complete.

3.2– Exercise – Copy a Grievance Record with History   PA30

Scenario

Mini Knox (from the previous exercise) and the supervisor met 2 days after the grievance was filed and the supervisor denied (at Step 1) the request to overturn the grievance.

In this case, you need to enter the new information by using the Copy function with the new effective date in order to maintain the history of the previous data and create a new record. The Change function (Pencil) would merely update the current record, but not create a new one.

NOTE: The numbers of days for issues to be resolved in these training scenarios are provided for training purposes only. You should be aware of and follow policy in your working environment.

Instructions

Use the Business Process Procedure (BPP) to complete the exercise scenario.

1. Enter transaction code **PA30** in the Command field and click 🗸.

2. Complete the following fields:

Field	Value
Personnel no	Use the same employee as you used in the last exercise.
Infotype	0102 or Grievances NA
Subtype	Grievance – 3 step no mediation

3. Click 🗸 (Enter) or press **Enter** on the keyboard to validate your entry.

4. Click 🗔 (Copy) to copy the previous grievance record.

5. Update the following fields:

Field	Value
Start	2 days after initial grievance filing
to	12/31/9999 (until this record is either resolved or goes to the next step)
Reason	DA – Suspension w/o Pay (should default if you used the Copy function)
Grievance number	Leave blank (can be used at Agency discretion)
Date entered	2 days after initial grievance filing

Field	Value
Supervisor	80000610 (should default if you used the Copy function)
Time from	1-Step 1
Resolved at	Leave blank
Result	Leave blank
Date settled	Leave blank
Estimated cost	Leave blank (can be used at Agency discretion)

6. Click ✅ (Enter) to validate your changes.

7. From the menu, select **Edit** > **Maintain Text** and add a note documenting the reason for the change in the record.

Comments	**NOTE:** Remember to start any comments with your name and the date. Also, the note below is for training purposes only. In your work environment use your Agency guidelines for the type of information to include on this infotype. <your name, date> The supervisor denied the request to overturn the grievance

8. Click 💾 **(**Save) to save your comments.

9. Click 💾 (Save) again to save the record. The Monitoring of Tasks (0019) screen is displayed.

10. Complete the fields as detailed below:

Task type	15 days
Date of task	Start date plus 15 days
Reminder date	Accept default
Comments	**NOTE:** Since the comments do not wrap at the end of the line, use the Edit > Maintain Text function located on the menu bar to add the comments below to the infotype. Remember to start any comments with your name and the date. Also, the note below is for training purposes only. In your work environment use your Agency guidelines for the type of information to include on this infotype. <your name, date> Follow-up to see if any new developments.

11. Click (Enter) to validate your changes.

12. Click ![icon] to save your comments. You are returned to the Monitoring of Tasks screen.

13. Click ![icon] (Save) to save the record. The system prompt indicates that the record has been created.

14. Click ![icon] (Back) until you return to the SAP Easy Access screen.

15. Click the Training Center tab on your taskbar to return to the Training Center.

16. Click the Training Center Green Check ![icon] to let the instructor know you have completed the exercise.

This exercise is complete

3.3 – Exercise - Delimit a Grievance Record   PA30

Scenario

Because the initial filing progressed to Step 1, the original record needs to be delimited. Remember the assumption that today is 2 days after the date used in Exercise 2.2.

NOTE: When you enter the delimit date, SAP automatically assumes the validity period should have ended the **day before**. Therefore, you must be careful to enter the correct date in order for the validity period to be correct.

Instructions

Update the Grievance record with the information supplied to complete the exercise scenario.

1. Starting from the Easy Access screen, enter transaction code **PA30** in the Command field and click .

2. Complete the following fields:

Field	Value
Personnel no	Use the same employee as you used in the last exercise.
Infotype	0102 or Grievances NA
Subtype	Grievance - 3 step no mediation

3. Click   (Enter) or press **Enter** on the keyboard to validate your entry.

4. **Important!** Select the **All** time frame.

5. Click   (Delimit). The Delimit Grievances screen lists two records. **NOTE:** If you fail to select the All time frame, you will receive a popup requesting a delimited date. See the *Delimit* section at the end of this exercise for more detailed information about how to use the Delimit function.

6. In the **Delimit date field** enter the applicable date for the infotype to be delimited. **CAUTION!** Because SAP assumes a record should be delimited the day before, in this case you must enter one day past the Start date of the new record.

7. Click the **gray square** to the left of the initial grievance record to select it.

8. Click (Delimit). The Maintain Master Data screen is displayed with the system message that the record was delimited.

9. Click to review the records. You should see two records, one with delimited date the same date as the effective date of the second record. The second record end date is 12/31/9999.

10. Use the delimit process as described in the preceding steps to access infotype 0019 Monitoring of Tasks and delimit the task for the 10 day follow-up. Failure to delimit a task means it will continue to appear on your Date Monitoring report until the original task date has passed.

11. Click to review IT0019, subtype 10 days. You should receive a message that "no data is stored". When you delimit IT0019, the specific subtype record disappears, unlike delimiting other infotypes where the records remain to be viewed, but are merely inactive. **NOTE:** If you use the overview function without entering a subtype, you will see two entries (120 days and 15 days) but you will not see the 10 days because it disappeared when you delimited it.

12. Click (Back) until you return to the SAP Easy Access screen.

13. Click the Training Center tab on your taskbar to return to the Training Center.

14. Click the Training Center Green Check to let the instructor know you have completed the exercise.

Questions

Answer the following questions.

Question 1

What is meant by delimiting a record?

A

- -

3.4– Exercise – Copy a Grievance Record with History | PA30

Scenario

Five days after the grievance was originally filed, Mini Knox met with the Director who agrees to reduce the 3-day suspension without pay to a written warning. Assume that the grievance is settled and entered on the same date.

NOTE: Be sure to use the Copy function with the new effective date in order to maintain the history of the previous data and create a new record.

NOTE: Notify the HR Data Maintainer that the suspension has been reduced.

Instructions

Use the Business Process Procedure (BPP) to complete the exercise scenario.

1. Enter transaction code **PA30** in the Command field and click 🟢.

2. Complete the following fields:

Field	Value
Personnel no	Use the same employee as you used in the last exercise.
Infotype	0102 or Grievances NA
Subtype	Grievance – 3 step no mediation

3. Click 🟢 (Enter) or press **Enter** on the keyboard to validate your entry.

4. Click 🔲 (Copy) to copy the previous grievance record.

5. Update the following fields:

Field	Value
Start	5 days after initial grievance filing
to	5 days after initial grievance filing (this time you enter the "to" date because you know when it was resolved; in the previous exercises, you didn't know a resolution so the end date was left in those instance to 12/31/9999.
Reason	DA – Written warning
Date entered	5 days after initial grievance filing
Supervisor	80000610 (should default if you used the Copy function)

Field	Value
Time from	1-Step 2
Resolved at	Step 1-2
Result	Final Agency Decision
Date settled	5 days after initial grievance filing
Estimated cost	Leave blank (can be used at Agency discretion)

6. Click (Enter) to validate your changes.

7. From the menu, select **Edit** > **Maintain Text** and add a note documenting the reason for the change in the record.

Comments	**NOTE:** Remember to start any comments with your name and the date. Also, the note below is for training purposes only. In your work environment use your Agency guidelines for the type of information to include on this infotype. <your name, date> Director agrees to reduce to a written warning.

8. Click (Save) to save your comments.

9. Click (Save) again to save the record.

10. Click to cancel Infotype 19 Monitoring of Tasks since there is no need to monitor this task. The Maintain HR Master Data screen is displayed.

11. Click to review IT0102 (no subtype) to view all of the records. Observe that the second record needs to be delimited.

12. Click (Back) to return to the Maintain HR Master Data screen.

13. Ensure that the All time frame is selected, and click (Delimit).

14. Enter the appropriate date in the Delimit Date field.

15. Select the applicable record.

16. Click (Delimit).

17. Enter 0019 in the Infotype field. Leave the subtype blank.

18. Click ⬛ (Delimit).

19. In the **Delimit date field** enter the applicable date for the infotype to be delimited.
    CAUTION! Because SAP assumes a record should be delimited the day before, in
    this case you must enter one day past the Start date of the new record.

20. Click the **gray square** to the left of both the 15 day and 120 day task to delimit them
    both at the same time.

21. Click ⬛ (Delimit). The Maintain Master Data screen is displayed with the system
    message that the records were delimited.

22. Click ⬛ (Back) until you return to the SAP Easy Access screen.

23. Click the Training Center tab on your taskbar to return to the Training Center.

24. Click the Training Center **Green Check** ✅ to let the instructor know you have
    completed the exercise.

Questions

Answer the following questions.

Question 1

What is the purpose of using the Copy function?

A

- -

This exercise is complete.

4.1– Exercise – Course Evaluation

1. Open a new internet browser and type the url:

   http://rod.sumtotalsystems.com/beacon

2. At the Log On screen, enter your full email address and password. If you cannot log into LMS, unmute your telephone and let the instructor know. The instructor can reset your password if you have forgotten it.

3. Click **Logon**.

4. On the blue horizontal bar near the top of your screen, click **Learn**, and then click **Learning Activity Evaluations**.

5. Locate the evaluation that corresponds to the class you've just completed and click the **Start** button to launch it.

6. Complete the evaluation.

7. Click the Training Center icon and then click the green check to let the instructor know you have completed the evaluation.